



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2015



Person Registration Details	Comments	Photo
<p>Date / Time 10/06/2015 8:04:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Request for Revocation</p> <p>Referral Location Gambler's Help Counselling Service</p> <p>RGA jc353419</p>	Revocation letter ready for collection from RGSC	[REDACTED]
<p>Date / Time 10/06/2015 8:09:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Request for Revocation</p> <p>Referral Location Gambler's Help Counselling Service</p> <p>RGA jc353419</p>	Application letter sent as per written request.	[REDACTED]
<p>Date / Time 10/06/2015 10:45:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Self Exclusion</p> <p>Referral Location Western</p> <p>RGA BI017908</p>	[REDACTED] attended the RGSC to apply for SE. The process and legal obligation explained in details. [REDACTED] applied and the SE Order was issued at 11:17am 10/06/15 with RGL0 Nina [REDACTED] acting as witness.	[REDACTED]
<p>Date / Time 10/06/2015 12:00:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Gaming Machines</p> <p>Nature of Service Welfare</p> <p>Referral Location Gaming Machines</p> <p>RGA BI017908</p>	<p>Senior VIP Operation and Services GM Robert [REDACTED] request RGL0's assessment for [REDACTED]. [REDACTED] advised that other patrons in the premium room were feeling uncomfortable with [REDACTED] conversation and general demeanour. [REDACTED] advised that [REDACTED] had personal issue with his wife back in SA and was currently going through a divorce. [REDACTED] did not have a hotel room at Crown any longer and there was concern for his welfare and where he was going.</p> <p>Had a talk with [REDACTED] in the presence with [REDACTED] and he denied any issue or problem with his gaming. At time [REDACTED] was talking nonstop on various topics regarding other patrons and customers services. [REDACTED] was still coherence and rational, though he avoids having a definite plan of his movement and declined assistance. He mention that he has a property in Northcote. In debrief with Tom [REDACTED] GM VIP GM, it was decided that [REDACTED] will need to take a break from the complex and be offered with transportation and flight back to SA which he eventually accepted.</p>	[REDACTED]



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<p>Date / Time 10/06/2015 1:26:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Report Writer Contact - RGP Referral Location No Referral RGA de027841</p>	<p>T F Ina [REDACTED] - report prepared for consideration of the committee. ke</p>	
<p>Date / Time 10/06/2015 2:33:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service Other Referral Location Legal Service RGA jc353419</p>	<p>Received letter from [REDACTED] Lawyers, the letters has been sent to [REDACTED]</p>	
<p>Date / Time 10/06/2015 2:47:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Guest Services Nature of Service WOL Referral Location Security RGA BI017908</p>	<p>Received call from [REDACTED] via GS regarding his WOL. [REDACTED] alleged that no one rang him back. Advised [REDACTED] to leave a message with [REDACTED] during business hour or write in to Crown SIU. [REDACTED] said that he will try again.</p>	
<p>Date / Time 10/06/2015 3:28:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Report Writer Contact - RGP Referral Location No Referral RGA de027841</p>	<p>TT [REDACTED] [REDACTED] GH Northern. Report prepared for revocation committee. ke</p>	
<p>Date / Time 10/06/2015 3:33:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Other Referral Location No Referral RGA jc353419</p>	<p>[REDACTED] called to see if she paid off the outstanding amount for the smashed screen will she still need to go to court. [REDACTED] asked to speak to Brett [REDACTED], I called Brett and he advised if [REDACTED] pays off the remanding amount \$700.92c, Brett would contact the police have the court date cancel. [REDACTED] has been advised of this. [REDACTED] advised she will call us Friday to make another payment.</p>	
<p>Date / Time 10/06/2015 3:59:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Request for Revocation Referral Location Gambler's Help Counselling Service RGA jc353419</p>	<p>Application letter sent as per written request.</p>	



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Person Registration Details	Comments	Photo
Date / Time 10/06/2015 5:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service WOL Referral Location Security RGA BI017908	<p>[REDACTED] attended the RGSC to ask about her WOL. According to her WOL she had breached her black jack restriction. [REDACTED] said that she was oversea during the alleged incidence and brought her flight ticket in the office. Advised [REDACTED] to write to SIU provided them with copy of her evidence and asked for a review.</p> <p>Photo in SEER have photo of another patron that I believe is not [REDACTED] Rang Chris in Comms to advise of [REDACTED] presence.</p>	[REDACTED]
Date / Time 10/06/2015 5:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Southern RGA BI017908	<p>[REDACTED] rang asking about the revocation process. All details explained. Refer [REDACTED] to GH Southern as he live in Cranbourne. Updated his mobile number.</p>	[REDACTED]
Date / Time 10/06/2015 5:30:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA BI017908	<p>Canvassed the floor around EGM and FATG areas and assisted with services but nil RG issues.</p>	
Date / Time 10/06/2015 9:00:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA km003968	<p>Canvassed the gaming floor around EGM and FATG areas. Nil RG issues.</p>	
Date / Time 10/06/2015 11:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA km003968	<p>Advised by surveillance of a breach earlier this evening by [REDACTED] A WOL patron had been removed and it was only later that [REDACTED] was identified as an associate.</p>	[REDACTED]
Date / Time 11/06/2015 5:51:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA km003968	<p>Scanning revocation files</p>	

Registration Date/Time	Operational Overview	Created By
11/06/2015 5:51:00 AM	Scanning revocation files	km003968